

PATENT  
75.0001

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Andy Lee et al.

Serial No: 09/826,121

Filed: April 4, 2001

For: METHOD, SYSTEM, AND PROGRAM  
FOR CUSTOMER SERVICE AND  
SUPPORT MANAGEMENTExaminer: J. Corrielus  
Art Unit: 2172

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**AMENDMENT WITH REQUEST FOR CONTINUED EXAMINATION**  
**UNDER 37 C.F.R. § 1.114**

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated October 9, 2003, in connection with the above-identified application, the time of response being extended 2-month to March 9, 2004 by the accompanying petition and fee authorization, please enter and consider the following amendment and remarks.

**Amendments to the Claims** are reflected in the listing of claims, which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 14 of this paper.